

# HAWAII

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2003*

**Total Number of Fraud and Identity Theft Complaints from Hawaii Consumers = 2,296**



**Fraud Complaints from Hawaii Consumers = 1,647**

### *Top Fraud Complaint Categories for Hawaii Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	523	32%
2	Shop-at-Home/Catalog Sales	322	20%
3	Prizes/Sweepstakes and Lotteries	196	12%
4	Internet Services and Computer Complaints	124	8%
5	Advance-Fee Loans and Credit Protection/Repair	93	6%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Hawaii consumers (1,647).

### *Amount Paid Reported by Hawaii Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
1,647	\$1,412,065	1,321	80%	\$1,069

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Hawaii consumers (1,321).

### *Top Hawaii Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Honolulu	615
Kailua	135
Kaneohe	77
Hilo	74
Waipahu	58



**Identity Theft Complaints from Hawaii Victims = 649**

### *Identity Theft Types Reported by Hawaii Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Credit Card Fraud	285	44%
2	Bank Fraud <sup>2</sup>	149	23%
3	Phone or Utilities Fraud	129	20%
4	Loan Fraud	39	6%
5	Government Documents or Benefits Fraud	25	4%
6	Employment-Related Fraud	23	4%
	Other	131	20%
	Attempted Identity Theft	44	7%

<sup>1</sup>Percentages are based on the 649 victims reporting from Hawaii. Percentages add to more than 100 because approximately 21% of victims from Hawaii reported experiencing more than one type of identity theft.

<sup>2</sup>Includes fraud involving checking and savings accounts and electronic fund transfers.

### *Top Hawaii Identity Theft Victim Locations*

Victim City	No. of Victims
Honolulu	247
Kaneohe	41
Kailua	36
Mililani	28
Wahiawa	28
Waipahu	28